



U.S. Embassy, Manila, Philippines

Message for U.S. Citizens: **Temporary Change in Procedures at Cebu Consular Agency Effective October 1, 2015**

September 21, 2015

THE EMBASSY OF THE UNITED STATES IS TRANSMITTING THE FOLLOWING INFORMATION THROUGH THE EMBASSY WARDEN SYSTEM AS A PUBLIC SERVICE TO AMERICAN CITIZENS IN THE PHILIPPINES. PLEASE DISSEMINATE THIS MESSAGE TO ALL U.S. CITIZENS IN YOUR ORGANIZATION OR NEIGHBORHOOD.

Long serving U.S. Consular Agent John Domingo will retire from the Cebu Consular Agency on October 2, 2015, and our new Consular Agent, Glenn Loop, will take his place. During this transition period, we will temporarily reduce some American Citizen Services offered at the Agency, effective October 1, 2015.

Consular Reports of Birth Abroad (CRBA): Acceptance of CRBA applications at the Consular Agency in Cebu will be temporarily suspended until further notice. All CRBA applications will be processed at the [U.S. Embassy in Manila](#) using our mail-in appointment system. For more information about the CRBA process and how to schedule an appointment, please [visit our website](#), <http://manila.usembassy.gov/service/citizenship.html>.

All other services at the Cebu Agency such as the acceptance of Passport applications and Notarial Services and emergency service to U.S. citizens will continue uninterrupted.

We urge U.S. citizens with non-consular questions to contact the relevant agency/office directly.

- **Social Security Administration (SSA) issues:** Please contact SSA directly at: Tel: +63-2-301-2000 ext. 9, Fax: +63-2-708-9714/9723, Email: FBU.Manila@ssa.gov
- **Veteran's Affairs (VA) Issues:** Please contact VA directly at: Tel: +63-2-550-3888, Fax: +63-2-550-3942
- **US Citizenship and Immigration Services (USCIS) issues:** Please contact USCIS directly at: Tel: +63-2-301-2000 ext. 2224, Fax: +63-2-301-2208, Email: MPHInquiry.CIS@uscis.dhs.gov
- For questions related to **nonimmigrant visa services**, please call +63-2-976-8500/8501/8502 or send an email to CONSManilaNIV@state.gov. For questions related to **immigrant visa services**, please call +63-2-976-8500/8501/8502 or send an email to support-philippines@ustraveldocs.com.

We thank you for your understanding during this transition period.

See the [State Department's travel website](#) for the [Worldwide Caution](#), Travel Warnings, Travel Alerts, and the [Philippines Country Specific Information](#).

Enroll in the [Smart Traveler Enrollment Program \(STEP\)](#) to receive security messages and make it easier to locate you in an emergency.

Contact the U.S. Embassy in Manila, Philippines, located at 1201 Roxas Boulevard, at +(63) (2) 301-2000, from 7:30 a.m. to 4:00 p.m. Monday through Friday. After-hours emergency number for U.S. citizens is +(63) (2) 301-2000.

Call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (except U.S. federal holidays).

Follow us on [Twitter](#) and [Facebook](#).